

ABSTRACT

BORECKÁ, Jana. Managing the leadership change and related activities during work with long-term clients on a helpline for elderly people in crisis. Prague, 2010.

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Key words: helpline, intervention into crisis, elderly people, changes in old age, methodics of work with seniors on the help line, managing the change, permanent clients, ethics, teamwork, supervision, case study.

The thesis concentrates on managing the leadership change during work with long-term clients on a helpline for elderly people in crisis.

The first part represents important theoretical base for understanding the second, practical part. The first part is engaged in specification of professional help on a help line – main principals of intervention into crisis that social worker must follow. It also considers problems of old age and the changes that come during this stage of lifetime. First part also introduces permanent clients as a specific group that needs the helpline for an assistance and brings special ethical questions not only for workers who have direct contact with clients, but also for their superiors.

The second part brings reader to the helpline „Senior telefon“, presents its history and annual statistics of the helpline. It also introduces theory of managing the change according to work with permanent clients. Final part of the thesis is dedicated to case studies of three permanent clients in connection with changes in progress.